

Joint Committee on Corrections

Information for Legislative Institutional Visits

Facility Name: Crossroads Correctional Center			
Custody Level	C-5 (Maximum)	Warden	Larry Denney
Total Acreage	48 acres	Address	1115 E. Pence Rd.
Acreage w/in Perimeter	40 acres		Cameron, MO 64429
Square Footage		Telephone	(816) 632-2727
Year Opened	1997	Fax	(816) 632-2754
Operational Capacity Count (as of today)	1445		
General Population Beds (capacity/count)	1030	Deputy Warden	Ronda Pash
Segregation Beds (capacity/count)	274	Deputy Warden	Darin Morgan
Treatment Beds (capacity/count)	N/A	Asst. Warden	Terry Page
Work Cadre Beds (capacity/count)	N/A	Asst. Warden	N/A
Diagnostic Beds (capacity/count)	N/A	Major	Lauretta Aitkens
Protective Custody Beds (capacity/count)	144		

1. Capital Improvement Needs:

- a.** How would you rate the overall condition of the physical plant of the institution?

Answer: The overall condition of the institution is still good. There are some areas of concern that need upgrading.

- b.** What capital improvement projects do you foresee at this facility over the next six years?

Answer: 1 - The cooling towers need either repaired or replaced. They are starting to rust through due to their age.

2 – The lagoon needs dredged to prevent the possibility of the pungent odor becoming offensive to the local community.

3 – The security system needs to be upgraded to a newer system due to limited parts and support available for the current system.

4 – The fire alarm system needs to be upgraded to include new smoke and heat detectors. As the fire alarm system circuit boards are obsolete it is getting difficult to find replacement parts.

- c. How critical do you believe those projects are to the long-term sustainability of this facility?

Answer: We believe these projects are crucial to the security of the institution to provide a safe, healthy, and secure environment.

2. **Staffing:**

- a. Do you have any critical staff shortages?

Answer: Not at present

- b. What is your average vacancy rate for all staff and for custody staff only?

Answer: The average vacancy rate for non-custody staff is 2.5% for 2011. The vacancy rate for custody is 12% for 2011.

- c. Does staff accrual or usage of comp time by staff affect your management of the institution?

Answer: No, first and foremost is to ensure custody and security needs of the institution are met to ensure the maximum results in regards to public safety. We are always aware and attentive to staff scheduling and/or request to utilize comp-time, to ensure comp-time balances are maintained at minimum levels.

- d. What is the process for assigning overtime to staff?

Answer: In accordance with Departmental Policy D2-8.4 Compensatory Time, a compensatory time notification system has been developed. There is a mandatory and voluntary overtime list. When there is a need to request staff to work additional hours to provide shift coverage, a request for volunteers is made first, if no volunteers and or a lack of, then we go to the mandatory list starting with the most recent hire.

- e. Approximately what percentage of the comp time accrued at this institution does staff utilize as time off and what percentage is paid off?

Answer: 80% is used and 20% is paid.

- f. Is staff able to utilize accrued comp time when they choose?

Answer: We make every attempt to give staff time off when requested. The number of vacancies impacts the ability to grant time off work. Sometimes it is not possible i.e. July 4th, deer season, Christmas, etc. to grant all requests.

3. Education Services:

A – How many (and %) of inmate students at this institution are currently enrolled in school?”

Answer: Crossroads Correctional Center has a volunteer GED program: 5 offenders are currently enrolled. There will be a new enrollment beginning the end of January with a total of 15 enrolled.

B – How many and percentage of inmate students earned their GED each year in this institution?

Answer – CRCC has a volunteer GED program: 15 offenders (1%) earned their GED in 2011.

Zero offenders CRCC earned their GED in 2010.

Four offenders (.27%) at CRCC earned their GED in 2009.

C – What are some of the problems faced by offenders who enroll in education programs?

Answer: Maintaining volunteers to teach.

4. Substance Abuse Services:

- a. What substance abuse treatment or education programs does this institution have?

Answer: The institution has offender based NA and AA groups, Programs include Pathway to Change, Inside/Out Dads, Anger Management, Impact of Crimes on Victims Class, and ES/LS.

- b. How many beds are allocated to those programs?

Answer: Not applicable

- c. How many offenders do those programs serve each year?

Answer: From October 2010 to October 2011:

Pathway to Change-201 participants

Impact of Crimes on Victims-98 participants
 Inside/Out Dads- 63 participants
 Anger Management-63 participants

- d. What percent of offenders successfully complete those programs?

Answer: Pathways to Change-91%
 Impact of Crimes on Victims-95%
 Inside/Out Dads-63%
 Anger Management-63%

- e. What, in your opinion, is the biggest challenge to running a treatment program?

Answer: Not applicable

5. Vocational Programs:

Crossroads Correctional Center does not offer any type of vocational programs to the offender population.

6. Missouri Vocational Enterprises:

- a. What products are manufactured at this institution?

Answer: The products we produce at MVE/CRCC Consumable Products are 1 – Toilet tissue, both one and two ply, 2 – Plastic trash bags of assorted sizes in clear and black plastic, and 3 – Pleated and fiberglass HVAC filters in standard sizes and special sizes upon request.

- b. How many (and %) of offenders work for MVE at this site?

Answer: MVE/CRCC Consumable Products presently employs 46 inmates which is 3 per cent of CRCC'S total inmate population of 1467.

- c. Who are the customers for those products?

Answer: MVE/CRCC Consumable Products' customers consist of Missouri Department of Corrections and all other Missouri state agencies. We also sell to schools, churches and other not for profit organizations in Missouri. We also sell our products to any Missouri state employee. Besides these Missouri customers, we also sell one and two ply tissue to PEN Products, MVE'S counterpart in Indiana, for adding value to their prison industries program and resale to their state customers in Indiana. We also sell to Iowa Prison Industries for resale and distribution to Iowa Department of Corrections.

- d. What skills are the offenders gaining to help them when released back to the community?

Answer: Missouri Vocational Mission statement states, “To provide employment for offenders that will encourage them to develop favorable attitudes and useful skills. Enhance public safety by maximizing education and job training of offenders for success, while incarcerated and upon release.” But more simply stated, MVE/CRCC Consumable Products instills the responsibility to have inmates report to work, on time, on a daily basis. For some, this may be the first time in their lives when they have had to take on this responsibility. For others who have worked previously outside a prison setting, it reinforces this ethic. For all inmates working for MVE/CRCC Consumable Products, we teach or reinforce the skills to produce quality products at competitive costs which our end customers can be satisfied using. I believe we as staff at MVE/CRCC Consumable Products try to lead by example and always attempt to demonstrate to inmates the standards for living, which they will need when reentering society. upon release. For those inmates who wish to participate, we also offer training in two classes. One class is Computer Literacy 101 and the second is Workplace Essential Skills.

7. Medical Health Services:

- a. Is the facility accredited by the National Commission on Correctional Health Care?

Answer: Yes

- b. How many offenders are seen in chronic care clinics?

Answer: One Thousand Twenty Two (1,022) as of January 8, 2012

- c. What are some examples of common medical conditions seen in the Medical unit?

Answer: Cardiac issues, asthma, chronic obstructive pulmonary disease, emphysema, thyroid issues, seizures, cancer, chronic pain, Crohn’s disease ulcerative colitis, hepatitis, HIV, tuberculosis, drug overdoses, assaults, traumas.

- d. What are you doing to provide health education to offenders?

Answer: Annual Health Fair, daily education as patients present to sick call, medical information sheet, pamphlets in the medical lobby.

- e. Have you had any cases of active Tuberculosis in this facility in the past year? If so, how did you respond?

Answer: We have had no active tuberculosis cases in the past year.

- f. Is the aging of the population affecting health care in prisons as it is affecting health care everywhere else? If yes, please explain.

Answer: Yes, it is affecting health care in prisons. We are seeing more permanent patients in the Infirmary as well as more admissions to the Infirmary in general, more patients requiring the use of wheelchairs, more medications being ordered and more medications needing to be “watch-take” status as the elderly are unable to maintain control of multiple medications and the dosages for such.

8. **Mental Health Services:**

- a. How do offenders go about obtaining mental health treatment services?

Answer: Most of the mental health services can be categorized into six main groups. They are chronic care, individual encounters, groups, Administrative Segregation, Crisis intervention and suicide intervention. As chronic care and suicide intervention will be discussed in greater detail later in this document, these two items will be excluded in the current response.

Offenders may request an individual encounter with Mental Health by submitting a medical services request which is often referred to simply as an MSR. After mental health receives an MSR from an offender, a response letter is generated to notify the offender that Mental Health has received their request. The appropriate mental health staff member will then schedule an appointment with the offender to address their concern. Staff referrals are an additional source that generates individual encounter. Staff referrals are handled in a manner similar to that of an MSR.

The Mental Health Dept will accept requests for groups therapy by way of an MSR submitted by the offender. The group facilitator will make use of the MSR'S and staff referrals in order to fill the offered group.

A Qualified Mental Health Provider (QMHP) will also attempt to make weekly contact with all offenders who are housed in the Administrative Segregation Unit.

The Mental Health Department will accept requests from any Department of Corrections staff member for crisis intervention. After receiving a

request for crisis intervention, a QMHP will meet with the offender as soon as possible.

- b.** How many successful suicides (and %) occurred here in the past year and What is being done to prevent suicides?

Answer: There have been no successful suicides in CRCC the past year. All DOC staff members are trained to recognize verbal and behavioral cues that indicate potential suicide. This instruction is provided to the staff during initial training with DOC and every year thereafter.

- c.** Approximately how many (and %) of the offenders in this institution are Taking psychotropic medications?

Answer: There are 128 offenders receiving psychotropic medications. This amounts to 8:72% of Crossroads offender population at this time.

- d.** How many offenders in this facility are chronically or seriously mentally Ill and what is being done for them?

Answer: There are 133 offenders at CRCC who are considered to have a moderate level of mental health treatment needs and 20 who are considered to have serious functional impairment due to a mental disorder. Of the total 153 offenders, there are 16 who currently have an involuntary medication order in place. All 153 offenders meet with a qualified mental health professional at a minimum of once every month. Additional therapy sessions are scheduled in response to MSR'S submitted by offenders and staff referrals.

Those who are receiving psychotropic medication meet with a psychiatrist at minimum every ninety days. Some psychiatric appointments are provided more frequently depending on the individual needs of the offender. Those who are taking psychotropic medications meet with a psychiatric nurse on a regular basis to monitor any effects that the medications could have on the offender. Those who receive involuntary medication meet with a psychiatrist every fourteen days. Offenders who are dealing with chronic or serious mental illness are also given priority for participation in mental health groups.

- 9.** What is your greatest challenge in managing this institution?

Answer: Maintaining morale with multiple years of no pay increases and higher premiums. Staff is becoming very discouraged. This in turn affects retention of present staff and limits our ability to recruit and hire new staff.

- 10.** What is your greatest asset to assist you in managing this institution?

Answer: The staff at the institution and support structure provided by Central Office.

- 11.** What is the condition of the facilities' vehicle fleet? (mileage, old vehicles, etc.)

Answer: Fair condition; we do have one passenger vehicle (13-0913) with over 120,000 miles.

- 12.** Assess the morale of your custody staff; high, medium, or low and please provide detailed explanation.

Answer: Over the past five years staff have been requested and expected to do more with less during these tough economic times. Through the on-going effort put forth by the administrative team and supervisory staff, I would consider staff morale at a medium-high level.

- 13. Caseworkers:**

- a.** How many caseworkers are assigned to this institution?

Answer: CRCC has 18 caseworkers.

- d.** Do you currently have any caseworker vacancies?

Answer: Yes

- e.** Do the caseworkers accumulate comp time?

Answer: Caseworkers do not accumulate comp time.

- d.** Do the caseworkers at this institution work alternative schedules?

Answer: As required.

- e.** How do inmates gain access to meet with caseworkers?

Answer: By completion of an inmate request form from staff.

- f.** - Average caseload size per caseworker?

Answer: 250 – 288.

- Average number of disciplinary hearings per month?

Answer: 213 disciplinary hearings.

- Average number of IRR's and grievances per month?

Answer: Approximately 204 IRR's, approximately 103 grievances

- Average number of transfers written per month?

Answer: 30 transfers per month.

- Average number of reclassification analysis (RCA's) per month?

Answer: Approximately 150 RCA's per month.

- g. Are there any services that you believe caseworkers should be providing, but are not providing?

Answer: No.

- h. What type of inmate programs/classes are the caseworkers at this institution involved in?

Answer: Impact on Crimes on victims, Restorative Justice, Narcotics Anonymous, Alcoholics Anonymous, Pathways to Change, Inside/Out Dads and Anger Management, New Leash on Life Dog Program

- i. What other duties are assigned to caseworkers at this institution?

Answer: Family contact, monitor food visits, complete visiting applications, return family phone calls, complete adult internal classification system, conduct protective custody hearings, conduct classification hearings, determine enemy situations, crisis counseling, monitor laundry, monitor cleanliness, processing of new offenders, visiting room liaison, general liaison, involvement in litigation, involvement in clothing and property, complete institutional transition on accountability plan, etc.

14. Institutional Probation and Parole Officers:

- a. How many parole officers are assigned to this institution?

Answer: 1.5

- b. Do you currently have any staff shortages?

Answer: No.

- c. Do the parole officers accumulate comp time?

Answer: No

- d. Do the parole officers at this institution flex their time, work alternative schedules?

Answer: No

- e. How do inmates gain access to meet with parole officers?

Answer: Offenders can request an appointment with their Parole Officer in writing.

- f. Average caseload size per parole officer?

Answer: We currently have one IPO handling the entire caseload.

- Average number of pre-parole hearing reports per month?

Answer: 15

- Average number of community placement reports per month?

Answer: 2

- Average number of investigation requests per month?

Answer: 8

- g. Are there any services that you believe parole officers should be providing, but are not providing?

Answer: No

- h. If so, what are the barriers that prevent officers from delivering these services?

Answer: N/A

- i. What type of inmate programs/classes are the parole officers at this institution involved in?

Answer: Programs are generally handled by the classification staff.

15. Please list any other issues you wish to discuss or bring to the attention of the members of the Joint Committee on Corrections.

Answer: The Warden has no other issues to discuss or bring to the attention of members of the Joint Committee on Corrections.

16. Does your institution have saturation housing? If so, how many beds.

Answer: No

17. Radio/Battery Needs:

a. What is the number of radios in working condition?

Answer: Motorola HT1000 – 170, Kenwood TK-2180 – 22, Motorola Mobile/Base Radio – 14 (We currently have 10 HT1000 and 1 mobile/base radio that either needs to be or have been sent for repair)

b. Do you have an adequate supply of batteries with a good life expectancy?

Answer: Minimal numbers are available. Minimal numbers or additional HT 1000 batteries will be purchased when needed. This system is scheduled to be replaced by July, 2012 in its entirety.

c. Are the conditioners/rechargers in good working order?

Answer: Overall, they are in good condition. They are scheduled for replacement by 07-12.

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